

Please do not mandate a "speed of answer" requirement at this time. We FINALLY have quality services being set up with video relay companies. If speed of answer is implemented I know that unqualified "interpreters" will have to be hired. This is not good for the Deaf community! Let's not make the same mistakes that happened with text relay. Communication is key for the Deaf community -- miscommunication is worse than NO communication. Quality of service is of utmost importance.